

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



February 20, 2008

CSSIN LETTER: 08-01

ALL IV-D DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL BOARDS OF SUPERVISORS

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

SUBJECT: Q407 CHILD SUPPORT COMPLIANCE REVIEW GUIDE AND FORMS
(REPLACES AND SUPERSEDES CSS LETTER 07-02)

This letter formally transmits instructions on completing the Program Administration and Expedited Process Questionnaires for the Q407 Compliance Review. It also serves as an update to the Compliance Review Guide issued by CSS Letter 07-02 (February 3, 2007). Except for the changes detailed in this letter, the Q406 Review Guide will apply to the Q407 review including all statutory references.

Under the Quality Assurance and Performance Improvement program, each Local Child Support Agency (LCSA) has been conducting a quarterly review of program compliance, using a "scaled down" sample of cases with a full sample review once every three years. DCSS is aware of the increased workload resulting from the California Child Support Automated System conversion activities and due to these additional activities the Quality Assurance Section (QAS) staff will be completing a statewide review. However, each LCSA will be responsible for using the Compliance Review Tool for Child Support to complete the Expedited Process and Program Administration Questionnaires as they are LCSA specific.

This review process is designed to meet federal requirements for an annual self-assessment of compliance with child support program requirements, as set out in Title 45, Code of Federal Regulations, Section 308.

Review Period: A master case list covering the Federal Fiscal Year (October 1, 2006 to September 30, 2007) has been produced from which a statewide sample list will be used by QAS staff for the Q407 Compliance Review.

Review Time Frames: A formal letter of findings for the Expedited Process and Program Administration Questionnaires signed by the LCSA director needs to be submitted by March 3, 2008 to:

Department of Child Support Services
Quality Assurance Branch
PO Box 419064 MS-30
Rancho Cordova, CA 95741-9064
ATTN: Judy Homme

Case Review:

- 1) In the Establishment component under criteria for CA03, the sentence "if the NCP is deceased at the time of the IV-A referral, the LCSA shall not open a case" has been added. This policy supersedes case opening requirements specified in the CCR § 112100(e) for deceased NCPs only.
- 2) In the Case Closure component under compliance requirements 22 CCR § 118203(a)(4) the statement now reads "The LCSA has no knowledge of any of the following." The word "one" has been removed.

Expedited Process: In measuring compliance in Expedited Process, September 2006 will be used as the base month.

Program Administration:

- 1) The Required Notices Questionnaire Part 1 has been changed to only address the LCSAs that have not transitioned to Version 2 Child Support Enforcement System.
- 2) The Case Application Questionnaire has been updated to reflect both Non IV-A and IV-A applications used by LCSAs that have transitioned to CSE V2.
- 3) The Safeguard Activity Report Questionnaire has been updated to reference the February 2007 version of Publication 1075-Tax Information Security Guidelines for Federal, State and Local Agencies.
- 4) The Case Transfer Questionnaire requirements have been updated to reflect recent changes issued by CSS 07-11 (Errata).
- 5) The Co-Locate Questionnaire has been updated to correctly reference Welfare & Institutions Code § 11477(b)(1).

- 6) The Compromise of Arrears Program Questionnaire has been updated to reference the June 2007 Version 1-Compromise of Arrears Program Business Protocols and Processes.

Training: Due to the statewide review process for this year, no Compliance Review training will be offered.

As in the past, QAS staff is available to provide ongoing assistance to LCSA reviewers. Questions regarding the compliance review process may be directed to your analyst or Judy Homme by telephone at (916) 464-2660 or by electronic mail at judy.homme@dcss.ca.gov.

Sincerely,

/s/ Wilfrid Otterbeck

WILFRID OTTERBECK
Acting Deputy Director
Child Support Services Division

cc: